

AMENDMENTS TO THE CLAIMS

- 1 1. (Currently Amended) A method of automated data collection and analysis, the
2 method comprising the ~~machine implemented~~ steps of:
3 receiving a request ~~for~~ with information about a device, wherein the device is a
4 network element configured for receiving packets and transmitting the packets
5 in a packet-switched network;
6 constructing a command set, wherein the command set is a set of executable
7 commands that indicate collection of data from the device and zero or more
8 other devices;
9 sending a link referencing the command set to a computer associated with the device;
10 wherein at the computer associated with the device:
11 ~~downloading~~ the command set that is referenced in the link is downloaded
12 based on following the link;
13 ~~invoking~~ a command runner module ~~to execute~~ the downloaded command
14 set;
15 ~~receiving~~ a set of results is received from the device; and
16 a modified result set is created by removing one or more confidential data
17 elements from the set of results ~~to create a modified result set;~~ and
18 receiving the modified result set;
19 providing the modified result set to a provider server that comprises an analysis
20 engine;
21 receiving analysis results from the analysis engine, wherein the analysis results are
22 based at least in part on the modified result set; and
23 determining a set of solutions based on the analysis results.

1 2. (Original) The method of Claim 1, wherein the command set comprises one or
2 more commands to collect data from two or more devices simultaneously.

1 3. (Original) The method of Claim 1, wherein the command set comprises a first
2 command to collect data from the device at a first time, and a second command to

3 collect data from the device at a second time, wherein the first time is different from
4 the second time.

1 4. (Currently Amended) The method of Claim 1, ~~further comprising the step of
2 producing the analysis results based on a result set, wherein the result set set of results~~
3 is based at least in part on the execution of the command set.

1 5. (Canceled)

1 6. (Original) The method of Claim 1, further comprising the step of providing the
2 set of solutions to a user.

1 7. (Original) The method of Claim 1, wherein the step of constructing the command
2 set comprises choosing one or more commands from a list of predefined commands.

1 8. (Currently Amended) The method of Claim 7, wherein the step of choosing one or
2 more commands from the list of predefined commands comprises automatically
3 choosing one or more commands based at least in part on the request for information
4 about the device in the request.

1 9. (Currently Amended) The method of Claim 1, wherein the step of constructing the
2 command set comprises receiving input from a user, wherein the input defin[[ing]]es
3 new commands based on the request for with information about the device.

1 10. (Currently Amended) A method for automated data collection from a network device
2 and data analysis of the data, the method comprising the machine implemented steps
3 of:
4 receiving a request for with information about the network device;

5 constructing a command set, wherein the command set is a set of executable
6 commands that indicate collection of data from the network device and zero or
7 more other network devices;
8 sending a link referencing the command set to a computer associated with the
9 network device;
10 wherein at the computer associated with the network device:
11 downloading the command set that is referenced in the link is downloaded
12 based on following the link;
13 invoking a command runner module ~~to executes~~ the downloaded command
14 set;
15 receiving a set of results is received from the network device; and
16 a modified result set is created by removing one or more confidential data
17 elements from the set of results ~~to create a modified result set;~~ and
18 receiving the modified result set;
19 providing the modified result set to a provider server that comprises an analysis
20 engine;
21 receiving analysis results from the analysis engine, wherein the analysis results are
22 based at least in part on the modified result set; and
23 determining a set of solutions based on the analysis results.

1 11. (Canceled)

1 12. (Currently Amended) An apparatus for automated data collection and analysis,
2 comprising:
3 means for receiving a request ~~for~~ with information about a device, wherein the device
4 is a network element configured for receiving packets and transmitting the
5 packets in a packet-switched network;
6 means for constructing a command set, wherein the command set is a set of
7 executable commands that indicate collection of data from the device and zero
8 or more other devices;

9 means for sending a link referencing the command set to a computer associated with
10 the device;
11 wherein at the computer associated with the device, means for performing the steps
12 of:
13 downloading the command set that is referenced in the link is downloaded
14 based on following the link;
15 invoking a command runner module to executes the downloaded command
16 set;
17 receiving a set of results is received from the device; and
18 a modified result set is created by removing one or more confidential data
19 elements from the set of results to create a modified result set; and
20 means for receiving the modified result set;
21 means for providing the modified result set to a provider server that comprises an
22 analysis engine;
23 means for receiving analysis results from the analysis engine, wherein the analysis
24 results are based at least in part on the modified result set; and
25 means for determining a set of solutions based on the analysis results.

1 13. (Canceled)

1 14. (Canceled)

1 15. (Canceled)

1 16. (Canceled)

1 17. (Canceled)

1 18. (Canceled)

- 1 19. (Canceled)
- 1 20. (New) The apparatus of Claim 12, wherein the command set comprises one or more commands to collect data from two or more devices simultaneously.
- 1 21. (New) The apparatus of Claim 12, wherein the command set comprises a first command to collect data from the device at a first time, and a second command to collect data from the device at a second time, wherein the first time is different from the second time.
- 1 22. (New) The apparatus of Claim 12, wherein the set of results is based at least in part on the execution of the command set.
- 1 23. (New) The apparatus of Claim 12, further comprising means for providing the set of solutions to a user.
- 1 24. (New) The apparatus of Claim 12, wherein the means for constructing the command set comprise means for choosing one or more commands from a list of predefined commands.
- 1 25. (New) The apparatus of Claim 24, wherein the means for choosing one or more commands from the list of predefined commands comprise means for automatically choosing one or more commands based at least in part on the information about the device in the request.
- 1 26. (New) The apparatus of Claim 12, wherein the means for constructing the command set comprise means for receiving input from a user, wherein the input defines new commands based on the request with information about the device.